



LBP INSURANCE BROKERAGE, INC.

(A SUBSIDIARY OF THE LAND BANK OF THE PHILIPPINES)

12/F SyCip Law Centre Bldg., 105 Paseo De Roxas, Legaspi Village, Makati City 1229



DOCUMENT HISTORY LOG

REVISION HISTORY			
Rev. No.	Description of Change	Date Effective	Approved By
00	Initial Issue		Board of Directors
01	In accordance with IC M.C. No. 2023-01 (Board Res. No. 2025-007-030)	4/30/2025	Board of Directors



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CODE OF CONDUCT

A. PERSONAL CONDUCT

1. LOYALTY

The growth and stability of LIBI depend on its employees' commitment, dedication, and faithfulness to their duties. You are, therefore, expected to exert all effort to help promote the interest of LIBI, maximum productivity, and contribute to the organization's overall efficiency.

2. TRUSTWORTHINESS AND INTEGRITY

Every employee at LBP Insurance Brokerage, Inc. holds responsibility for the custody of confidential data. Discreet handling of information must, therefore, be exercised. Pertinent data should be kept in the strictest confidence, especially those pertaining to the organization's plans, strategies, and other similar information. However, other types of information may be disclosed for general reference and public information.

As a broker, LIBI acts in the best interest of the client and shall disclose all relevant information, including:

- The nature and scope of the insurance being arranged;
- Commissions, fees, and any third-party relationships; and
- Product risks, limitations, and exclusions.

3. GOOD MORAL CHARACTER

You are expected to be always conscious of your responsibilities and commitment to LIBI and, hence, are enjoined to maintain high standards of morality. Thus, you are expected to limit your association with questionable characters and to avoid drug addiction and commission of indecent acts.

4. OFFICE RELATIONSHIPS

The relationship between a supervisor and his subordinates must be based on mutual respect and sincerity. You are then expected to show respect and courtesy towards your peers and superiors. You are expected at all times to perform your official business with proper decorum and to avoid any act that may embarrass or discredit the company.



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Friendship and Teamwork are encouraged, emphasizing the importance of unity. Enough distance is also accorded to each employee, individuality, giving the rightful chance of privacy and respect.

5. COURTESY

Your actions must be governed by a desire to render the best possible service to the public in the most pleasant manner. As such, LIBI considers any act of discourtesy a matter of serious concern.

6. RELATIONS WITH THE PUBLIC

The public is the receiver of all our developmental efforts. In answering the call of service, we are expected to be sensitive towards the needs of fellow countrymen. In sharing the same feelings and aspirations, let us stand committed towards courteously serving our people.

7. FAIR TREATMENT OF CLIENTS

LIBI is committed to the fair and equitable treatment of all clients. All employees and representatives must:

- Provide unbiased advice tailored to client needs;
- Avoid preferential treatment or discrimination; and
- Support clients in making informed decisions.

8. CONFIDENTIALITY AND DATA PRIVACY

Client information shall be handled with strict confidentiality in compliance with the Data Privacy Act of 2012. Employees are expected to:

- Use client data only for legitimate business purposes;
- Store and transmit information securely; and
- Report data breaches immediately.

9. INTERNAL CONTROLS AND REPORTING MECHANISMS

LIBI maintains systems to ensure continuous monitoring, policy enforcement, and risk mitigation. All employees are:

- Encouraged to report unethical conduct or breaches;
- Protected from retaliation under whistleblower protocols; and
- Responsible for raising issues proactively



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B. PROFESSIONAL CONDUCT

In the interest of professionalism, you are asked to conduct yourself in a manner reflective of a true professional, especially with regard to the following aspects.

1. LEAVING YOUR WORKSTATION

During office hours, you are expected to perform your duties and responsibilities seriously. Hence, you should remain at your respective place of assignment throughout office hours. If you find it necessary to be away from your desk for some time during office hours, you should seek prior permission from your Supervising Head.

2. CONFLICT OF INTEREST

You are discouraged from pursuing any person or professional venture that may give rise to a conflict between your interests and those of LIBI. Such conflict may spring from any of the following:

- a. **Doing Business with LIBI.** Except for cases where approval is granted by Management, you are not permitted to engage in any business with LIBI.
- b. **Performing Services with Anyone Engaged in Contract or Maintenance Work with LIBI.** Unless written permission is granted by Management, you may not enter into any form of service with anyone engaged in contract or maintenance work of any kind with LIBI.
- c. **Performing Work Outside of LIBI.** The services of a full-time employee must be made available at all times whenever required by LIBI. As a general rule, therefore, you, as a full-time employee, should not engage in other work outside LIBI.

3. PERSONAL BUSINESS

You are asked to refrain from conducting personal business during working hours. This includes selling or distributing merchandise, sleeping, or engaging in any activity not related to the assigned work responsibilities.

Receiving and/or entertaining personal visitors during office hours for reasons not connected with the company's business should be minimized so as not to interrupt or delay completion of assigned work tasks.



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Telephones are necessary for the efficient conduct of the company's affairs. As such, you should refrain from using the telephone for personal matters, except for urgent reasons.

In the same vein, you should manage your personal earnings carefully. An employee who is continually in financial need tends to be a liability to the company.

4. INVOLVEMENT IN LAWSUITS

Employees named respondents, accused or defendants in lawsuits involving moral turpitude (robbery, theft, etc.), may be recommended to go on forced leave, suspension, or termination.

5. SOLICITATION AND CONTRIBUTION

You are not to solicit or accept gifts from customers, potential clients, or business associates of the company that may be used to expedite transactions or influence the company's business.

Likewise, if you wish to initiate a contribution for any purpose, including the sale of tickets for civic or charitable organizations, you should first seek the approval of the Management.